End-of-Sale and End-of-Life Announcement for the Cisco Unified Contact Center Express 4.5

EOL6282

Cisco® announces the end-of-sale and end-of life dates for the Cisco Unified Contact Center Express 4.5. The last day to order the affected product(s) is May 15, 2008. Customers with active service contracts will continue to receive support from the Cisco Technical Assistance Center (TAC) as shown in Table 1 of the EoL bulletin. Table 1 describes the end-of-life milestones, definitions, and dates for the affected product(s). Table 2 lists the product part numbers affected by this announcement. For customers with active and paid service and support contracts, support will be available until the termination date of the contract, even if this date exceeds the Last Date of Support shown in Table 1.

Table 1. End-of-Life Milestones and Dates for the Cisco Unified Contact Center Express 4.5

Milestone	Definition	Date
End-of-Life Announcement Date	The date the document that announces the end of sale and end of life of a product is distributed to the general public.	November 15, 2007
End-of-Sale Date	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	May 15, 2008
Last Ship Date: App. SW	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	August 13, 2008
End of SW Maintenance Releases Date: App. SW	The last date that Cisco Engineering may release any final software maintenance releases or bug fixes. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software.	May 15, 2009
End of New Service Attachment Date: App. SW	For equipment and software that is not covered by a service-and-support contract, this is the last date to order a new service-and-support contract or add the equipment and/or software to an existing service-and-support contract.	May 15, 2009
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	August 11, 2010
Last Date of Support: App. SW	The last date to receive service and support for the product. After this date, all support services for the product are unavailable, and the product becomes obsolete.	May 15, 2011

HW = Hardware OS SW = Operating System Software App. SW = Application Software

Table 2. Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description
CCX-3031E-45E-UPG=	CCX 3.0 or 3.1 ENH WITHOUT IVRPortOption Upgrade to 4.5 ENH	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
CCX-3031E-45P-UPG=	CCX 3.0 or 3.1 ENH WITH IVR Port Option Upgrade to 4.5 PRE	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
CCX-3031S-45S-UPG=	CCX 3.0 or 3.1 STD Upgrade to 4.5 STD	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
CCX-35E-45E-UPG=	CCX 3.5 ENH Upgrade to 4.5.X ENH	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0

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CCX-35P-45P-UPG=	CCX 3.5 PRE Upgrade to 4.5.X PRE	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
CCX-35S-45S-UPG=	CCX 3.5 STD Upgrade to 4.5.X STD	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
CCX-40XE-45YE-UPG=	CCX 4.0.X ENH Upgrade to 4.5.Y ENH	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
CCX-40XP-45YP-UPG=	CCX 4.0.X PRE Upgrade to 4.5.Y PRE	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
CCX-40XS-45YS-UPG=	CCX 4.0.X STD Upgrade to 4.5.Y STD	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
CCX-45XE-45YE-UPG=	CCX 4.5.X ENH Upgrade to 4.5.Y ENH	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
CCX-45XP-45YP-UPG=	CCX 4.5.X PRE Upgrade to 4.5.Y PRE	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
CCX-45XS-45YS-UPG=	CCX 4.5.X STD Upgrade to 4.5.Y STD	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-BDL-7815=	UCCX 4.5 - Required for 5 Seat Bundle 7815 Deployment	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-BDL-7825=	UCCX 4.5 - Required for 5 Seat Bundle 7825 Deployment	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-BDL-7835=	UCCX 4.5 - Required for 5 Seat Bundle 7835 Deployment	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-BDL-7845=	UCCX 4.5 - Required for 5 Seat Bundle 7845 Deployment	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-E10-7815	UCCX 4.5 ENH Server Software for MCS 7815 and 10 ENH Seats	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-E10-7825	UCCX 4.5 ENH Server Software for MCS 7825 and 10 ENH Seats	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-E10-7835	UCCX 4.5 ENH Server Software for MCS 7835 and 10 ENH Seats	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-E10-7845	UCCX 4.5 ENH Server Software for MCS 7845 and 10 ENH Seats	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-E10USR	UCCX 4.5 ENH 10 Seats	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-E1USR	UCCX 4.5 ENH 1 seat	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-E25USR	UCCX 4.5 ENH 25 seat	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-E50USR	UCCX 4.5 ENH 50 Seats	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-ENH-ADDON	UCCX 4.5 ENHANCED Add-On Seats Qty 1	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-ENH-CS	UCCX 4.5 ENH Cold Standby Server Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-ENH-NEW	UCCX 4.5 - ENHANCED server software and minimum of 10 Seats	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-P10-7815	UCCX 4.5 PRE Server Software for MCS 7815 and 10 PRE Seats	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-P10-7825	UCCX 4.5 PRE Server Software for MCS 7825 and 10 PRE Seats	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-P10-7835	UCCX 4.5 PRE Server Software for MCS 7835 and 10 PRE Seats	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-P10-7845	UCCX 4.5 PRE Server Software for MCS 7845 and 10 PRE Seats	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-P10USR	UCCX 4.5 PRE 10 Seats	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-P1USR	UCCX 4.5 PRE 1 seat	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0

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UCCX-4.5-P25USR	UCCX 4.5 PRE 25 seat	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-P50USR	UCCX 4.5 PRE 50 Seats	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-PRE-ADDON	UCCX 4.5 PREMIUM Add-On Seats Qty 1	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-PRE-CS	UCCX 4.5 PRE Cold Standby Server Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-PRE-NEW	UCCX 4.5 - PREMIUM server software and minimum of 10 Seats	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-S10-7815	UCCX 4.5 STD Server Software for MCS 7815 and 10 STD Seats	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-S10-7825	UCCX 4.5 STD Server Software for MCS 7825 and 10 STD Seats	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-S10-7835	UCCX 4.5 STD Server Software for MCS 7835 and 10 STD Seats	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-S10-7845	UCCX 4.5 STD Server Software for MCS 7845 and 10 STD Seats	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-S10USR	UCCX 4.5 STD 10 Seats	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-S1USR	UCCX 4.5 STD 1 seat	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-S25USR	UCCX 4.5 STD 25 seat	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-S50USR	UCCX 4.5 STD 50 Seats	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-STD-ADDON	UCCX 4.5 STANDARD Add-On Seats Qty 1	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-STD-CS	UCCX 4.5 STD Cold Standby Server Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4.5-STD-NEW	UCCX 4.5 - STANDARD server software and minimum of 10 Seats	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-45-BUN-SADDON	CCM BUNDLE STD ADD-ON optional deploy on Dedicated Server	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-45-BUN-UPGADD	CCM BUNDLE UPGRADE - opt deploy on Dedicated Server	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-45-CM-BUNDLE	5 Seat IPCCX ENH CCM Bundle - AVAILABLE ONLY WITH CCM	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-45-DART-NFR=	UCCX 4.5 NFR Kit for DART: PREMIUM with 6 Seats-NO ASR/TTS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-45-DISTI-NFR=	UCCX 4.5 NFR Kit for DISTI: PREMIUM with 6 Seats-NO ASR/TTS	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-45-ENHANCED	NEW Cisco Unified Contact Center Express (UCCX) 4.5 ENHANCED	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-45-PREMIUM	NEW Cisco Unified Contact Center Express (UCCX) 4.5 PREMIUM	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-45-STANDARD	NEW Cisco Unified Contact Center Express (UCCX) 4.5 STANDARD	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4545-DIFF-UPG	UCCX 4.5-4.5 UPGRADE STD-ENH,STD-PRE,ENH-PRE - Configurable	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4545-ENH-PRE	UCCX 4.5 ENH To 4.5 PRE Upgrade - Configurable	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4545-EPU-S1	UCCX 4.5-4.5 ENH-PRE Seat Qyt 1 Upg	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4545-SEU-S1	UCCX 4.5-4.5 STD-ENH Seat Qyt 1 Upg	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0

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UCCX-4545-SPU-S1	UCCX 4.5-4.5 STD-PRE Seat Qyt 1 Upg	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4545-STD-ENH	UCCX 4.5 STD To 4.5 ENH Upgrade - Configurable	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-4545-STD-PRE	UCCX 4.5 STD To 4.5 PRE Upgrade - Configurable	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-ADDON-PAK	Add On PAK	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-ENH-SW-1A	UCCX 4.5 7815 ENH Server Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-ENH-SW-1B	UCCX 4.5 7825 ENH Server Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-ENH-SW-1C	UCCX 4.5 7835 ENH Server Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-ENH-SW-1D	UCCX 4.5 7845 ENH Server Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-ENH-USERS	UCCX 4.5 ENH Seat Qty 1	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-PRE-SW-1A	UCCX 4.5 7815 PRE Server Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-PRE-SW-1B	UCCX 4.5 7825 PRE Server Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-PRE-SW-1C	UCCX 4.5 7835 PRE Server Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-PRE-SW-1D	UCCX 4.5 7845 PRE Server Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-PRE-USERS	UCCX 4.5 PRE Seat Qty 1	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-STD-SW-1A	UCCX 4.5 7815 STD Server Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-STD-SW-1B	UCCX 4.5 7825 STD Server Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-STD-SW-1C	UCCX 4.5 7835 STD Server Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-STD-SW-1D	UCCX 4.5 7845 STD Server Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCX-STD-USERS	UCCX 4.5 STD Seat Qty 1	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCXIVR-45DB1PS1	UCCX or IP-IVR 4.5 MS SQL 2K Server 1 Processor Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCXIVR-45DB1PS1=	UCCX or IP-IVR 4.5 MS SQL 2K Server 1 Processor Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCXIVR-45DB2PS1	UCCX or IP-IVR 4.5 MS SQL 2K Server 2 Processors Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
UCCXIVR-45DB2PS1=	UCCX or IP-IVR 4.5 MS SQL 2K Server 2 Processors Software	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
USOL-D-ME-USR	Solution Bundle - D - ME	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
USOL-D-ME-USR-ADD	Solution Bundle Addition - D - ME	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
USOL-D-P10-7815	Solution Bundle - D - Software for MCS7815 And Licenses - 10	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
USOL-D-P10-7825	Solution Bundle - D - Software for MCS7825 And Licenses - 10	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
USOL-D-P10-7835	Solution Bundle - D - Software for MCS7835 And Licenses - 10	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
USOL-D-P10-7845	Solution Bundle - D - Software for MCS7845 And Licenses - 10	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0

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USOL-D-P10USR	Solution Bundle - D - Additional Licenses - 10	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
USOL-D-P1USR	Solution Bundle - D - Additional Licenses - 1	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
USOL-D-P25USR	Solution Bundle - D - Additional Licenses - 25	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
USOL-D-P50USR	Solution Bundle - D - Additional Licenses - 50	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
USOL-D-SE-USR	Solution Bundle - D - SE (MIN 10 - MAX 299)	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0
USOL-D-SE-USR-ADD	Solution Bundle Addition - D - SE	See Product Migration Options section for details.	Cisco Unified Contact Center Express 5.0

Product Migration Options

Customers are encouraged to migrate to the Cisco Unified Contact Center Express 5.0. Information about this product can be found at http://www.cisco.com/en/US/products/sw/custcosw/ps1846/index.html.

Customers can use the Cisco Technology Migration Plan (TMP) to trade in products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, go to: http://www.cisco.com/go/tradein/. The Cisco TMP application requires all users to have a Cisco.com user ID.

Customers may be able to continue to purchase the end-of-sale product through the Cisco Certified Refurbished Equipment program. Refurbished units of the end-of-sale product are available in limited supply for sale in certain countries on a first-come, first-served basis. For information about the refurbished equipment program, go to: http://cisco.com/go/remarketing.

For More Information

For more information about the Cisco Unified Contact Center Express 5.0, visit http://www.cisco.com/en/US/products/sw/custcosw/ps1846/index.html, or contact your local account representative.

For more information about the Cisco End-of-Life Policy, go to: http://www.cisco.com/en/US/products/prod_end_of_life.html.

To subscribe to receive end-of-life/end-of-sale information, go to: http://www.cisco.com/cgi-bin/Support/FieldNoticeTool/field-notice.

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